



**U.S. Consulate Merida, Mexico**  
**Consular Section**

**Emergency Message for U.S. citizens**

**Subject: Hurricane Rina**

**October 28, 2011, 1:00 am**

Dear U.S. Citizens:

This Emergency Message is to inform U.S. citizens that a Red Alert has been declared for the Municipalities of TULUM, SOLIDARIDAD, COZUMEL, ISLA MUJERES, LÁZARO CÁRDENAS y BENITO JUÁREZ. A Green Alert has been issued for the Municipalities of JOSÉ MARÍA MORELOS, FELIPE CARRILLO PUERTO, OTHÓN. P. BLANCO Y BACALAR.

ALERTA VERDE "PELIGRO BAJO " (ALEJAMIENTO).

PARA LOS MUNICIPIOS DE JOSÉ MARÍA MORELOS, FELIPE CARRILLO PUERTO, OTHÓN. P. BLANCO Y BACALAR.. The Department of State has issued a [Travel Alert](#) regarding the storm.

If you are located in the affected area, close storm shutters, unplug electrical appliances, and turn off any propane gas tank. Go with your family to the safest part of the building, away from doors and windows. Listen to a radio and follow the instructions issued by authorities. Moments of calm do not necessarily indicate that the danger has passed; do not leave your shelter until told by authorities that it is safe to do so.

In addition to danger from wind, life threatening flash floods and mudslides are possible. Coastal areas are especially vulnerable to these hazards. Please visit the [National Hurricane Center's website](#) to follow the storm's path.

U.S. citizens in coastal areas may be impacted by the storm and are strongly encouraged to follow official instructions (to include complying with any evacuation orders from Mexican government officials), monitor media reports, and the Mexican Government's Proteccion Civil (Civil Protection) website, <http://www.proteccioncivil.gob.mx> for updated information about the storm. The website of the Proteccion Civil of the State of Quintana Roo can be monitored at [www.proteccioncivil.qroo.gob.mx](http://www.proteccioncivil.qroo.gob.mx). U.S. citizens are urged to stay clear of beaches as rough seas associated with storm conditions create severe hazards.

Americans wishing to change their travel plans should contact their airline. The Cancun airport advises travelers not to proceed to the airport unless they have a ticket in hand—people hoping to travel should contact airlines by phone rather than going to the airport. Unfortunately, the Consulate cannot assist with making travel arrangements.

U.S. citizens should stay in contact with relatives and friends in the U.S. to apprise them of their specific whereabouts, to include the name of the hotel or the address of the house where they are staying, both before and after the storm. Visitors should be familiar with their hotel or cruise ship evacuation plans. If you must travel during this time please follow normal heavy rain precautions. U.S. citizens should carry their travel documents (i.e. U.S. Passport, Birth Certificate, picture ID's, etc.) with them at all times or secure them by placing them in a safe waterproof location.

For the latest security information, Americans traveling abroad should regularly monitor the Department's Internet web site at <http://travel.state.gov> where the current Worldwide Caution Public Announcement, Travel Warnings, and Public Announcements can be found. Up to date information on security can also be obtained by calling 1-888-407-4747 toll free in the United States, or, for callers outside the United States and Canada, a regular toll line at 1-202-501-4444. These numbers are available from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday (except U.S. federal holidays). American citizens traveling or residing overseas are encouraged to register with the appropriate U.S. Embassy or Consulate.

Additional information on hurricanes and storm preparedness may be found in the "Hurricane Season-Know Before You Go" pamphlet at [http://travel.state.gov/travel/cis\\_pa\\_tw/cis\\_pa\\_tw\\_2915.html](http://travel.state.gov/travel/cis_pa_tw/cis_pa_tw_2915.html) and on the "Natural Disasters" page of the Bureau of Consular Affairs' website at: [http://travel.state.gov/travel/tips/emergencies/emergencies\\_1207.html](http://travel.state.gov/travel/tips/emergencies/emergencies_1207.html).

Updated information on travel in Mexico may be obtained from the Department of State by calling 1-888-407-4747 within the United States and Canada, or from overseas, 1-202-501-4444. These numbers are available from 8:00 am to 8:00 p.m., Eastern Time, Monday through Friday (except U.S. federal holidays).

The U.S. Consulate in Merida, Yucatan, Mexico, has responsibility for the Mexican States of Quintana Roo, Yucatan, and Campeche. The Consulate remains open for business. The Consulate can be reached during its regular business hours (M-F, 7:30 a.m. to 4:30 p.m.) by telephone at 999-942-5700; by fax at 999-942-5777; and by email at [rinaemergencyusc@state.gov](mailto:rinaemergencyusc@state.gov) for Hurricane Rina inquiries, at [meridacons@state.gov](mailto:meridacons@state.gov) for all other questions. After hours, for emergencies involving U.S. citizens in the Mexican states of Yucatan, Quintana Roo, and Campeche, call the Consulate's main number and follow instructions to be connected to the Merida duty officer.

Full contact information follows:

**FOR ALL CALLS FROM THE UNITED STATES: 011-52-999-942-5700**

**CONSULATE MERIDA** (Calle 60 No. 338-K x 29 y 31, Colonia Alcala Martin, Merida, Yucatan, Mexico)

Main switchboard dialing from the US: 011-52-999-942-5700

Main switchboard dialing from outside Merida but within Mexico: 01-999-942-5700

**CONSULAR AGENCY CANCUN** (Blvd. Kukulcan Km 13, Torre La Europea, Despacho 301 ZH, Cancun, Quintana Roo, Mexico 77500)

Office dialing from outside Cancun but within Mexico: 01-998-883-0272

**CONSULAR AGENCY COZUMEL** (Plaza Villa Mar en el Centro, Plaza Principal, (Parque Juárez between Melgar and 5th Avenue) 2nd floor, locales #8 and 9, Cozumel, Quintana Roo, Mexico)

Office dialing from outside Cozumel but within Mexico: 01-987-872-4574

**CONSULAR AGENCY PLAYA DEL CARMEN** ("The Palapa," Calle 1 Sur, between Avenida 15 and Avenida 20, Playa Del Carmen, Quintana Roo, Mexico)

Office dialing from outside Playa Del Carmen but within Mexico: 01-984-873-0303